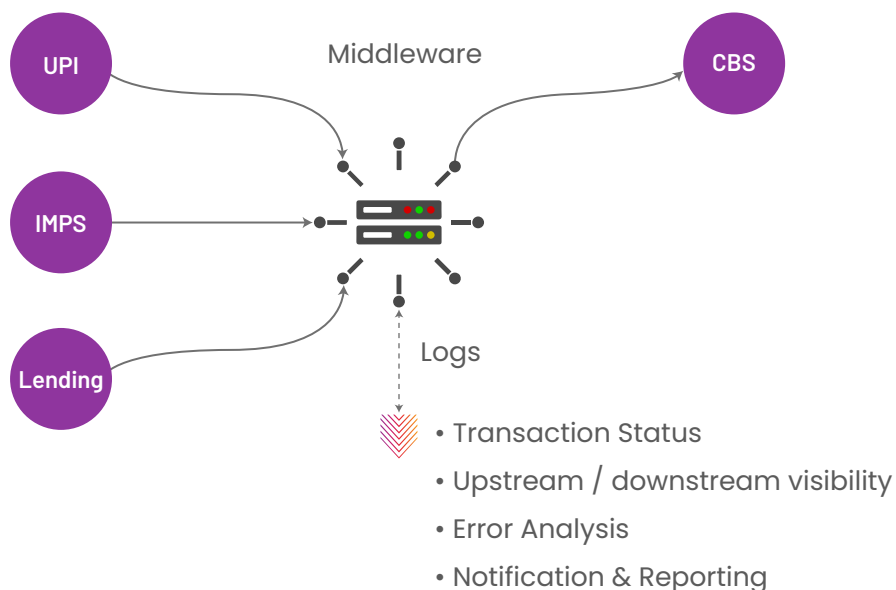# VUnet

Enhanced Middleware Log
Analytics for **Improved
Compliance and Efficiency**

Current Situation

A mid-size Bank was modernizing their landscape to improve CX. However, the critical Middleware platform had several performance challenges and manual troubleshooting slowed down the incident response workflows impacting CX further.

VuNet Solution/Use Case Details

Through the Business Observability Platform, the Bank overhauled its log analytics for Middleware (MQ) application at a scale of more than 10TB per day. Transitioning from Elastic and cloud storage, which provided limited search capabilities and slow query times to the VuNet platform resulted in significant performance gains while improving compliance posture.

UPI

IMPS

Lending

Middleware

CBS

Logs

• Transaction Status

• Upstream / downstream visibility

• Error Analysis

• Notification & Reporting

Business Impact

	Before VuNet	After VuNet
Log Search Time	Upto 30 mins	Few seconds
Compliance	Manual	Automated
Operational Efficiency	Cumbersome log analysis	Streamlines and efficient log analysis
Incident Detection and CX	Reactive approach, delayed detection, frequent disruptions	Proactive alerts, immediate detection, improved MTTD and MTTR
DevOps and CX improvement	Limited insights for reliability	In-depth error/response code analysis

VuNet Solution/Use Case Details

Compliance Adherence: Longer log retention facilitated easy access for audits, ensuring compliance.

Incident Management: Proactive alerts led to immediate detection of issues

Query Efficiency: Reduced Log search times accelerated incident response.

DevOps Empowerment: Error analytics helped driving continuous improvements in the middleware's reliability.

Cost Savings: By replacing existing solutions, license and HW costs reduced by $500K per annum.

Customer Experience: The improved MTTD and MTTR resulted in fewer service disruptions, leading to increased customer satisfaction and loyalty

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